Los Angeles County Department of Mental Health
Transitional Age Youth System of Care (TAY-SOC)
Quality Improvement Committee Meeting

Meeting Minutes: February 27, 2014
Location: West Central Mental Health
3751 Stocker St, Los Angeles 90008

Chair: Aprill Baker, Chairperson
Minutes: Aprill Baker

Start Time: 9am
End Time: 11am

Attendees:	
Anthony, Jacqueline – Alafia Mental Health	Lewis, Yolanda-Pacific Clinics
Atkins-Staci- West Central Mental Health	McDaniel, Debresha – DMH/SA 6 Administration
Auer-Arriaga, Christina – DMH/AFH	Moore, Vynette-Shields for Families
Baker, Aprill – DMH/SA 6 Administration	Nguyen, Thang-DMH/Program Review
Castillo, Stephanie – Hopics	Ridway, Anglia – DMH/AFH
Chae, Christine- Tessie Cleveland	Vargas, Heather - Starview
Chavez, Joseph – St. Francis	Vigil, Andy-Drew Child Development Center
Crosby, Mary – DMH/QI Division	Wilkerson, Kameelah-Hathaway-Sycamores
Dinsay, Leah – Compton Family Mental Health	Woods, Rosary-Kedren Mental Health
Dobbs, Lori – DMH/QA Division	
Echeverria, Liz - SCHARP/Barbour & Floyd	
Espina, Lani - Crittenton	
Fisher, Cathy - 1736 Family Crisis Center	
Garnica, Andrea-Weber Community Center	
Gonzales, Jannelle-Hollygrove EMQ	
Gutierrez, Elva-The Guidance Center	
Hayes, Michelle – Eggleston Youth Center	
Kauser, Ahmad-DMH/Specialized Foster Care	
Kim, Kathleen -Counseling4Kids	
Leon, Lori-CII	

Agenda Item/Presenter	Discussion	Decisions/Scheduled Tasks
Welcome & Introductions		
Agenda Item/Presenter	**Discussion**	**Decisions/Scheduled Tasks**
Review of Meeting Minutes	• Standard	• Minutes were approved without correction
Quality Improvement-Debresha McDaniels Clinical Quality Improvement-OMD Report	• Discussed Parameter 4.16 Family Engagement and Inclusion for Adults. • Clarified that the difference between Family Engagement and Inclusion For Adults versus The new option of seeing adult caregivers through MediCal Expansion	• Handout provided – Advised QIC members that training on How to utilize Family Engagement an inclusion is available.
Cultural Competency Updates	• Discussion of California Institute for Mental Health – Community Defined Practices. History and explanation about the effectiveness of CDE in racial and ethnic communities was provided. • Gave update on LGBTQ workgroup. Discussion about the working mission statement for workgroup and barriers to getting services to this underrepresented group. Discussed the need to get an informal baseline representation of the LGBTQ community within each provider	• Handout and website for where to access trainings on various Community Defined Practices was provided. • Encouraged QIC members to participate in LGBTQ workgroups and how getting services to this group is particularly difficult within SA 6 due to most services for the LGBTQ population are in SA 2 and not easily accessible to clients within SA 6.
Patients Rights Office	• Reviewed the Request to Change Provider Log; reinforced to QIC that the log needs to be sent to PRO every month, even if there are no requests received by provider. • Discussed that PRO will be making random visits to providers, with the intention of confirming all required items are visible and easily accessible to clients in the lobby area.	• Copies of Request to Change Provider Log was given out to QIC members. • List of all required items given to QIC members along with where to locate those forms if needed

Agenda Item/Presenter	Discussion	Decisions/Scheduled Tasks
Policy Updates	• Committee reviewed updated policies. There were no questions related to updates	• Handouts provided
ACCESS Center Survey Summary	• Clarification regarding inappropriate referrals from ACCESS center and NOA requirements were provided. • Additions clarification about 24 hour timeframe for responding referral was provided	• QIC members advised that when an inappropriate referral is received from ACCESS, a NOA does NOT have to be given to client. However, provider is still responsible to assist client with locating an appropriate referral • QIC members advised that 24 hour timeframe, is defined as 24 business hours. There is no policy stating this requirement however it has been determined by the department to be a best practice standard.
Quality Assurance-Aprill Baker		
State DHCS Updates	• Revisited QIC members request for Copy of Plan of Correction sent to DHCS • Discussed 2 appeals that were approved out of the 13 that were submitted to DHCS. Discussed reasons for Disallowances – under billing, documentation not matching what was actually billed. Discussed disallowances that occurred due to e-signatures. Chair reviewed with QIC the policies regarding using e-signatures	• Per QA Department, plan is to extensive to give the entire copy to providers, if a provider was involved in the state audit, they can request the part of plan that is relevant to their clinic. • Chair reinforced that the Service Request Log was created in response to disallowances from the state audit and the importance of providers completing them consistently.
IBHIS Update	• Update on SA2 Go-Live – very positive feedback from SA2 providers that went live on Jan 27, 2014. • Provided copy of Procedure Codes Addendum	• QIC members that have already started using IBHIS also discussed their experiences with IBHIS. Contract providers expressed concern about difficulty with getting their own electronic records systems to be compatible with IBHIS. Contractors expressed that additional training and communication from DMH related to how IBHIs should work with other systems is needed.
QA Technical Assistance • Rescinded QA Bulletin 08-03	• Advised QIC on QA Bulletin 08-03 – Discharge planning in IMD being rescinded	• Clarification what they are and where the IMD's are located.

Agenda Item/Presenter	Discussion	Decisions/Scheduled Tasks
• Group Claiming	• Reviewed Group Claiming Handout. QIC Chair reinforced that groups must have a mental health component, clients participating in groups must have a goal listed on CCCP that links them to groups service and clarified what constitutes a group. Additional information given to clarify how to document for each group participant on the group progress note.	• Handout provided. Discussion was had between QIC members about groups being co-facilitated by staff with different levels of expertise.
• Parameters for Expansion of Medical Mental Health Services for Parents and Caregivers	• Reviewed Parameters for Medical Expansion, discussed the requirement of child providers that are now able to provide services to Adult caregivers.	• Handout provided
• Child COD DVD	• Chair gave information on what's on Child COD DVD training video	• Distributed available DVD's to QIC members who provide services to Children. Advised members that additional DVD's may be available later.
Health Information Management • None Documentation Trainings – Dr. Lori Dobbs	• Review of upcoming documentation Trainings	• Handout provided

Program Review/Certification – Thang Nguyen	• Discussion about Service Codes being specific to Provider numbers and not the Legal entity as a whole. Discussion on the process of getting a service code removed from a provider number if the provider no longer has an AMHP to provide that service.	
Open Agenda		
Adjournment		
	Next Meeting is Thursday, March 27, 2014	

_____
Aprill Baker

3-28-14
_____
Date